Product Correction Notice (PCN)

Issue Date: **October 16, 2011**
Supplement 6 Date **September 29, 2014**
Archive Date: **NA**
PCN Number: **1822S**

SECTION 1 - CUSTOMER NOTICE

Products affected by this PCN:

This PCN Supplement 6 announces that Avaya One-X® Deskphones H.323 Software Version 1.3 Maintenance Release 6(1.3.6) for the 1600 Series IP Deskphones is Generally Available on the Avaya Support portal.

H.323 Software Version 1.3.6 is supported on the 1603-I, 1603SW-I, 1608-I, 1616-I IP Deskphones only. It will not load or operate on any other models.

Model	Product Code	Product Description
1603-I	700476849	IP PHONE 1603-I BLK
	700508259	1603-I BLK ICON ONLY IP DESKPHONE
1603SW-I	700458524	IP PHONE 1603SW-I BLK
	700508258	1603SW-I BLK ICON ONLY IP DESKPHONE
1608-I	700458532	IP PHONE 1608-I BLK
	700508260	1608-I BLK ICON ONLY IP DESKPHONE
1616-I	700458540	IP PHONE 1616-I BLK
	700504843	1616-I BLK ICON ONLY IP DESKPHONE

Important: Older models 1603, 1603SW, 1608, and 1616 are End-of-Manufacture-Support and are not supported beyond Release 1.3.5. The 1.3.5 binaries are in the 1.3.6 package and will allow these models to upgrade to 1.3.5 if not already using this release. However, these models will not upgrade to Release 1.3.6.

- 1603, 1603SW, 1608, and 1616 End-of-Sale Notification: https://downloads.avaya.com/css/P8/documents/100073496

This software has not been introduced into the factory yet. Customers are advised to upgrade new or existing phones to the latest software as soon as possible.

Aura® Communication Manager, IP Office and B5800 Branch Gateway users are advised to consult the respective product publications for information regarding support of this release of 1600 Series IP Deskphone Software on those platforms.

Description:

Sept 29, 2014 – Supplement 6 – The Avaya One-X® Deskphone H.323 Software Version 1.3.6 for the 1600 Series IP Deskphones delivers quality improvements for internally found and customer reported defects. A description of the release content is provided in the readme file. This file can be found at: http://support.avaya.com/downloads/download-details.action?contentId=C201491911244250_3&productId=P0468

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Customers are advised to upgrade 1600 Series IP Deskphones to and their core call server to the most current software.

July 11, 2014 – Supplement 5 – The Avaya One-X® Deskphone H.323 Software Version 1.3.5 for the 1600 Series IP Deskphones delivers increased security by adding support for SHA-256 certificates, as well as addresses a number of customer reported defects and internally found work items. A description of the release content is provided in the readme file. This file can be found at:
http://downloads.avaya.com/css/P8/documents/100179647

All customers who are using Deskphone Software Release 1.3.4D or earlier on any of the 1600 Series IP Deskphones in conjunction with Avaya Aura Communications Manager version 5.2.1 or higher, or with Avaya IP Office Releases are advised to download and install the latest Software Version.

Mar 11, 2014 – Supplement 4 (Supplement 3 Not issued) – The Avaya One-X® Deskphone H.323 Software Version 1.3.4.D for the 1600 Series IP Deskphones addresses a number of customer reported defects and internally found work items. A description of the release content is provided in the readme file. This file can be found at:
http://downloads.avaya.com/css/P8/documents/100178926

All customers who are using 1600 Series IP Deskphones in conjunction with Avaya Aura Communications Manager version 5.2.1 or higher, or with Avaya IP Office Releases are advised to download and install the latest Software Version.

April 30, 2013 – Supplement 2 - Maintenance Release 3 - Avaya one-X® Deskphone Software Release 1.3.3 for the 1600 series IP deskphones delivers feature enhancements as well as address outages and defects. A description of the release content is provided in the readme file. This file can be found at
http://support.avaya.com/css/P8/documents/100171584

All customers who are using Deskphone Software Release 1.3.2 or earlier in conjunction with Avaya Aura Communications Manager version 5.2.1 or higher on any of the following IP Deskphones are advised to download and install this Software Release.

April 30, 2012 – Supplement 1 - Service Pack 2 - Avaya One-X® Deskphone-H.323 Software Release 1.3.2 (aka SP2) is supported on the 1603, 1603-I, 1603SW, 1603SW-I, 1608, 1608-I, 1616, and 1616-IP Deskphones only and when used with Avaya Aura® Communication Manager (CM). This software is not yet supported with Avaya IP Office or Avaya B5800 Branch Gateway products.

Avaya one-X® Deskphone release 1.3 for the 1600 series IP deskphones contain some known outages and defects that are addressed in this Service Pack:

- Phone reboots after receiving an incoming hunt group call.
- Phone does not send http request in FQDN format, causing firewall to block packets.
- 1608 phones may generate frames with corrupted MAC addresses, leading the switch to block thei access to the network.
-
- Pressing VM button doesn't cause phone to dial the Messaging number.

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- 1616 phones not able to register when using NAT.
- 1616 phones go into rolling reboot when attached to a button module and connected via PoE.
- Headset support setting in the settings file, doesn't change phone operation.
- Bridge Appearance doesn't work on the 11th button of the SBM32
- Improvements in performance of 1608 phone in noisy environments.
- Intermittent static heard when using headsets, only cleared after rebooting phone.
- 16xx phones are stuck when requesting upgrade.txt file using HTTPS – when using Utility Server or IIS7.
- Phone does not report correct language string when selecting Simplified Chinese.

All customers who are using Deskphone release 1.3.1 (aka SP1) in conjunction with Avaya Aura Communications Manager version 5.2.1 or higher on any of the following IP Deskphones are advised to download and install this service pack.

Oct 16, 2011 - Service Pack 1 - H.323 Software Release 1.3.1 (aka SP1) for the 1600 Series IP Deskphones when deployed on Avaya Aura® Communication Manager (CM). This software is not yet supported with Avaya IP Office or Avaya B5800 Branch Gateway products.

Level of Risk/Severity Class 1=High Class 2=Medium Class 3=Low	Class 3
Is it required that this PCN be applied to my system?	Avaya highly recommends this PCN.
The risk if this PCN is not installed:	People using the 1600 Series IP Deskphones may encounter issues that have been addressed with this latest Software.
Is this PCN for US customers, non-US customers, or both?	This PCN applies to Avaya customers globally.
Does applying this PCN disrupt my service	To minimize service disruption, applying the Software Upgrade to the 1600 Series IP Deskphones should be a planned activity. Each 1600 Series IP Deskphone will be unavailable for use while it is downloading and installing the new software. This is a process that usually takes approximately 5-7

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during installation?	minutes for a phone connected to the corporate LAN.
Installation of this PCN is required by:	A customer with basic skills or an Avaya Authorized Partner, or Avaya
Release notes and workarounds are located:	Additional information is included in the Readme Document included with the Software package that is available at www.support.avaya.com At this Support portal webpage, select 'Documents & Downloads', enter the product '1600 Series IP Deskphones', and select Release 1.3.6 to access the software files and the Readme document.
What materials are required to implement this PCN (If PCN can be customer installed):	Implementing this PCN will require downloading the Release Notes and a ZIP file containing Software Version 1.3.6 from www.support.avaya.com and installing it in the same directory on the same HTTP server used for your previous release of Deskphone H.323 Software. The direct link to the 1600 Series Software Release 1.3.6 download page is: http://support.avaya.com/downloads/download-details.action?contentId=C201491911244250_3&productId=P0468&releaseId=1.3.x
How do I order this PCN (If PCN can be customer installed):	Software Release 1.3.6 is available for download from www.support.avaya.com by any registered user.
Finding the installation instructions (If PCN can be customer installed):	Release Notes and a ZIP file containing this release can be downloaded from http://support.avaya.com, under **Downloads & Documentation,** enter '1600 Series IP Deskphones' for the product, and select Release 1.3.x in the pull down menu. Installation instructions are provided in the Release Notes for Avaya one-X Deskphone 1600 Series IP Software Release 1.3.6.

SECTION 1A – SOFTWARE SERVICE PACK INFORMATION

Note: Customers are required to backup their systems before applying the Service Pack.

How to verify the installation of the Service Pack has been successful:	On any 1600 Series IP Deskphone, you can view the currently installed files, by entering the following key sequence: <MUTE> V I E W # or if you have administered a PROCPSWD via settings file, then entering <MUTE> <PROCPSWD> V I E W #. Where <PROCPSWD> stands for the sequence of keys that you have set as the PROCPSWD in the settings file. You can now use the '*' key to scroll through a list of the phone parameters, till you pass the entry labeled "Protocol". The next entry will then show you the name of the application software file and it should correspond to the following: ha16xxua1_360A.bin where xx stands for the model of the phone

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	i.e. 03, 08 or 16. NOTE: From Release 1.3.3 onwards, the default PROCPSWD is 27238
What you should do if the Service Pack installation fails?	Please make sure that you have installed the Files in this release, in the correct directory of the HTTP server and have modified the 16xxupgrade.txt file to point to these new files. If all is setup correctly and you still find the installation failing then please contact your Avaya Authorized Business Partner or Avaya Services directly.
How to remove the Service Pack if malfunction of your system occurs:	Restore the 16xxupgrade.txt to the version you were using before you began the upgrade activity and reboot the phones to downgrade back to the version you were running prior to the upgrade. NOTE: In the event of a downgrade from 1.3.6 to a prior release, if a PROCPSWD wasn't set prior to the upgrade, the PROCPSWD will remain set to 27238

SECTION 1B – SECURITY INFORMATION

Are there any security risks involved?	N/A
Avaya Security Vulnerability Classification:	N/A
Mitigation:	N/A

SECTION 1C – ENTITLEMENTS AND CONTACTS

Material Coverage Entitlements:	Download the Avaya one-X® Deskphone H.323 Software Release 1.3.6 package for the 1600 Series IP Deskphones including the Readme document from the Avaya support portal at **www.support.avaya.com**
Avaya Customer Service Coverage Entitlements:	Avaya is issuing this PCN as installable by the customer. If the customer requests Avaya to install this PCN, it is considered a billable event as outlined in Section 4 (*Software Updates and Product Correction Notices*) of the Avaya Service Agreement Supplement (Full Maintenance Coverage) unless the customer has purchased an Avaya Services enhanced offer such as the Avaya Services Product Correction Support offer. Additionally, Avaya on-site support is not included. If on-site support is requested, Avaya will bill the customer current Per Incident charges unless the customer has purchased an Avaya Services enhanced offer such as the Avaya Services Product Correction Support offer.

Customers under the following Avaya coverage: - Full Coverage Service Contract* - On-site Hardware Maintenance Contract*	
Remote Installation	Current Per Incident Rates Apply
Remote or	Current Per Incident Rates Apply

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On-site Services Labor	

- Service contracts that include both labor and parts support – 24x7, 8x5.

Customers under the following Avaya coverage: -Warranty -Software Support -Software Support Plus Upgrades -Remote Only -Parts Plus Remote -Remote Hardware Support -Remote Hardware Support w/ Advance Parts Replacement	
Help-Line Assistance	Per Terms of Services Contract or coverage
Remote or On-site Services Labor	Per Terms of Services Contract or coverage

Avaya Product Correction Notice Support Offer
The Avaya Product Correction Support Offer provides out-of-hours support for remote and on-site technician installable PCNs, and Avaya installation for all Avaya issued PCNs that are classified as "Customer-Installable". Refer to the PCN Offer or contact your Avaya Account Representative for complete details.

Avaya Authorized Partner Service Coverage Entitlements:

Avaya Authorized Partner
Avaya Authorized Partners are responsible for the implementation of this PCN on behalf of their customers.

Who to contact for more information:

If you require further information or assistance please contact your Authorized Service Provider, or visit support.avaya.com. There you can access more product information, chat with an Agent, or open an online Service Request. Support is provided per your warranty or service contract terms unless otherwise specified in the Avaya support Terms of Use.

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